

PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Appl. No.: 09/656,678 Confirmation No.: 1936  
Applicant(s): Hein *et al.*  
Filed: September 7, 2000  
Art Unit: 3621  
Examiner: Bayat, Bradley B.  
Title: SYSTEM FOR ISSUE NOTIFICATION, PRIORITIZATION, AND RESOLUTION AND ASSOCIATED METHOD

Docket No.: 038190/202935  
Customer No.: 00826

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT  
37 C.F.R. § 1.121**

Sir:

In response to the Final Office Action dated October 1, 2003, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims beginning on page 2 of this paper.

**Remarks/Arguments** begin on page 9 of this paper.

RTA01/214736nvl

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DATE: February 4, 2004

TO: Examiner Bradley B. Bayat - USPTO

FROM: Kevin R. Lyn

In re: Hein et al. Confirmation No.: 1936

Appl. No.: 09/656,678 Group Art Unit: 3621

Filed: September 7, 2000 Examiner: Bayat, Bradley B.

For: SYSTEM FOR ISSUE IDENTIFICATION, PRIORITIZATION, AND  
RESOLUTION AND ASSOCIATED METHOD

Please see the attached RCE Transmittal Sheet (2 pages) and Amendment (12 pages) in reference to the above-identified U.S. patent application. We are also enclosing the confirmation information and fax coversheet (3 pages) that was previously faxed on December 19, 2003.

NO. OF PAGES:  
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<b>REQUEST For CONTINUED EXAMINATION (RCE) TRANSMITTAL</b>  Address to: <b>MAIL STOP RCE COMMISSIONER FOR PATENTS P.O. BOX 1450 ALEXANDRIA, VA 22313-1450</b>  (Revised 09/2003)	Application Number 09/656,678 Filing Date September 7, 2000 First Named Inventor: Hein <i>et al.</i> Art Unit: 3621 Examiner Name: Bayat, Bradley B. Confirmation No.: 1936 Attorney Docket No. 038190/202935
This is a request for <u>Continued Examination (RCE)</u> under 37 C.F.R. § 1.114 of the above-identified application. Request for Continued Examination (RCE) practice under 37 CFR 1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application.	

**1. Submission required under 37 C.F.R. § 1.114**

- a.  Previously submitted. If a final Office action is outstanding, any amendments filed after the final Office action may be considered as a submission even if this box is not checked.
  - i.  Consider the arguments in the Appeal Brief or Reply Brief previously filed on
  - ii.  Other
- b.  Enclosed
  - i.  Amendment/Reply
  - ii.  Affidavits(s)/Declarations(s)
  - iii.  Information Disclosure Statement (IDS);      of cites listed on PTO Form 1449
  - iv.  Other

**2. Miscellaneous**

- a.  Suspension of action on the above-identified application is requested under 37 C.F.R. §1.103(c) for a period of \_\_\_ months. (Period of suspension shall not exceed 3 months; Fee under 37 C.F.R. § 1.17(i) required)
- b.  Other